

*Columbia  
Basin*



*When clean counts,  
Nothing takes it off like  
a Hotsy!*

1225 S. 10<sup>th</sup> Avenue Pasco, WA 99301 509-547-2323 [www.cbhotsy.com](http://www.cbhotsy.com)

## **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Rep

**REPORTS TO:** Administrator / Office Manager

**COMPENSATION:** Hourly plus commission

### **DESCRIPTION:**

Do you have an insatiable drive to succeed? Are you looking for an opportunity to learn and grow every day? Do you possess an overwhelming desire to serve others? We are currently seeking an outstanding Customer Service Representative to join our team. Our ideal candidate has a charismatic, easy-going personality, and is a confident, motivated self-starter with the ability to set and accomplish goals. Exceptional phone etiquette is required; must be computer literate and proficient in software programs such as Quickbooks, Microsoft Office and ACT (or other CRM software). Bi-lingual (Spanish) is a plus.

### **DUTIES AND RESPONSIBILITIES:**

- Proactively communicate with current customers through inbound/outbound calls to create repeat sales of our products
- Follow up on "warm" leads created from marketing efforts
- Qualifying and transitioning opportunities to the sales team
- Establishing & building rapport with companies that may not be familiar with our product lines
- Assisting office personnel with incoming phone calls, greeting & assisting walk in customers
- Entering customer orders in an accurate and timely fashion
- Performing research as needed to increase potential customer base
- Assisting with other misc office/shop duties as needed

### **SUMMARY:**

The purpose of this position is to increase sales to our current customer base and to qualify potential selling opportunities, while providing outstanding customer service to both new and current customers. To be successful in this fast-paced work environment, employee must be passionate about helping customers, possess a positive attitude, high energy level, excellent verbal and written communication skills, a high level of organization, and have the ability and desire to learn quickly.

Interested? Please email resume to [joann@cbhotsy.com](mailto:joann@cbhotsy.com)